

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Human Resources	(2) MEETING DATE 9/23/2014	(3) CONTACT/PHONE Tami Douglas-Schatz 781-5959	
(4) SUBJECT Request to approve a 12-month service agreement with SHL US Inc., in the amount of \$99,375 for the first year, for the Corporate Executive Board (CEB) Select2Perform, a validated pre-employment assessment library and behavioral interviewing program. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve and direct the Chair to sign a 12-month service agreement with SHL US Inc. effective Sept 24, 2014 in the amount of \$99,375 for the first year with an automatic annual renewal option, for Select2Perform a validated pre-employment assessment library and behavioral interviewing program.			
(6) FUNDING SOURCE(S)	(7) CURRENT YEAR FINANCIAL IMPACT \$99,375.00	(8) ANNUAL FINANCIAL IMPACT \$19,995.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT { X } Consent { } Presentation { } Hearing (Time Est. ____) { } Board Business (Time Est. ____)			
(11) EXECUTED DOCUMENTS { } Resolutions { X } Contracts { } Ordinances { } N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001460		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A { } 4/5 Vote Required { } N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY { } N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Reviewed by Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Human Resources / Tami Douglas-Schatz 781-5959

DATE: 9/23/2014

SUBJECT: Request to approve a 12-month service agreement with SHL US Inc., in the amount of \$99,375 for the first year, for the Corporate Executive Board (CEB) Select2Perform, a validated pre-employment assessment library and behavioral interviewing program. All Districts.

RECOMMENDATION

It is recommended that the Board approve and direct the Chair to sign a 12-month service agreement with SHL US Inc. effective Sept 24, 2014 in the amount of \$99,375 for the first year with an automatic annual renewal option, for Select2Perform a validated pre-employment assessment library and behavioral interviewing program.

DISCUSSION

This service agreement supports the County's 2014-2015 goals to modernize the Recruitment and Selection processes enabling the County to use best practices in selecting and hiring the work force of the future. The Select2Perform solution includes a platform for administering online validated exams for the purposes of quantifying over 1,400 measures of candidate knowledge and skills. The assessment solution will:

- Improve the recruitment and selection experience for new candidates, as candidates will be able to perform initial assessments online, rather than being scheduled for an on-site exam.
- Enable us to offer assessments earlier and more frequently in the selection process so that we can better evaluate and score large pools of candidates. With early assessment County staff can spend their time in the selection process focused on the best qualified candidates.
- Enable us to measure and evaluate each candidate's competency profile with a standardized, validated and legally defensible online assessment.
- Utilize the library of behavioral interviewing questions designed specifically to evaluate a candidate in the competencies required by the open position.
- Select the candidate that best fits the competencies required of a position, as well as in alignment with our County's Vision, Mission and Values.
- Provide regular review of scoring and norming data so that we continue to mitigate any adverse impacts to applicants that may occur in the selection process due to our choice of exam methods.

On June 17, 2014, your Board adopted the FY 2014-15 budget, which includes funding for purchase and implementation of the CEB Select2Perform assessments and behavioral interview training. This solution integrates with the NEOGOV system, a new system the County is implementing for applicant tracking, onboarding and performance appraisal. Applicants will receive notifications from NeoGov to take an assessment. After the applicant completes the assessment their score will be updated in NeoGov.

The CEB Select2Perform solution provides the ability to use standardized and validated measures to select a workforce in alignment with the County's Organizational Values of Integrity, Collaboration, Professionalism, Accountability and Responsiveness. The assessment platform includes modern testing technologies such as Computer Adaptive Testing, adaptive personality testing, interactive simulations, and multimedia situational judgment tests. Computer Adaptive Testing uses modern technology to assess a candidate's level of knowledge and skill by adjusting the difficulty of

questions as the assessment progresses. Candidate profiles from the CEB Select2Perform assessments inform the selection of the best candidate by providing one dimension of a candidate's total cumulative score. These scores are integrated with the NEOGOV solution.

The Human Resources Department in compliance with the County purchasing policy selected SHL's CEB Select2Perform solution using a competitive purchasing process where a formal request for proposal was issued requesting vendors to propose a solution. CEB is the only vendor that submitted a proposal. We have selected SHL's CEB Select2Perform for these reasons:

1. Public Sector Focus. Beyond other Federal, State and local customers, this solution has been implemented successfully by many other California County governments including Los Angeles, Orange, Santa Barbara, Irvine, Napa and Marin.
2. Market Leader. CEB has over 40 years of market leadership with more than 35 million scientifically proven selection and development assessments performed per year world-wide in 30 languages. They have over 350 Industrial and Organizational Psychologists on staff.
3. Software as a Service. This software solution is fully hosted and web-based reducing our total cost of maintaining these systems by eliminating County costs for hardware and software upgrades and the personnel that would maintain this IT infrastructure. It also ensures we remain current with changing legal requirements as updates to the software are applied consistently across all customers using the solution.

OTHER AGENCY INVOLVEMENT/IMPACT

This is a Countywide system that all departments may use for assessing and selecting candidates. It will introduce process change and require leadership support and staff commitment Countywide for success. The Administrative Office is in agreement to contract with SHL US Inc. to provide this system and services. The General Services Agency participated in the selection of this vendor. County Counsel has approved this contract for form and legal effect.

FINANCIAL CONSIDERATIONS

This contract provides services between SHL US Inc. and the County of San Luis Obispo in the budgeted amount of \$99,375 for the first year. The amount for year one includes \$19,995 in one-time costs for setting up the system, consulting and training. Each year thereafter, the County has an option to renew their annual subscription at \$79,380 per year. The contract provides for termination with 30 days' notice.

Funding for this contract is budgeted in Fund Center 266 Countywide Automation Funds.

RESULTS

Approval of this item will allow the County to contract for services of SHL US Inc. to provide a modern, validated and legally defensible pre-employment assessment system.

With this system we will:

- Utilize County staff time in performing the selection process focused on the most promising candidates.
- Improve the quality of the candidates that progress through the hiring process.
- Where recruitment and retention problems exist, increase retention for those candidates selected with these assessments.
- Increase probationary evaluation ratings and year one evaluation ratings for candidates who have been selected using these assessments.
- Enable interviewers to utilize structured behavioral interviewing which is a skill that leads to objectivity and consistency which protects against discrimination litigation.

ATTACHMENTS

1. Attachment 1 - Contract with SHL US Inc.